GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:210
ANSWERED ON:24.02.2016
Services through Mobile
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government plans to provide various services of Government to the people through mobile phones/mobile apps;

(b) if so, the details thereof; and

(c) the details of services provided so far by this medium?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) Yes, Madam

(b) The government has notified "Framework for Mobile Governance" to utilize the massive reach of mobile phones and harness the potential of mobile applications to enable easy and round-the-clock access to public services, especially in the rural areas. The framework aims to create unique infrastructure as well as application development ecosystem for m-Governance in the country. The following main measures have been laid down as part of the framework:

i. Web sites of all Government Departments and Agencies shall be made mobile compliant, using the "One Web" approach.
ii. Open standards shall be adopted for mobile applications for ensuring the interoperability of applications across various operating systems and devices as per the Government Policy on Open Standards for eGovernance.
iii. Uniform/ single pre-designated numbers (long and short codes) shall be used for mobile-based services to ensure convenience.
iv. All Government Departments and Agencies shall develop and deploy mobile applications for providing all their public services through mobile devices to the extent feasible on the mobile platform. They shall also specify the service levels for such services.

(c) Using Mobile Seva platform, the government services are delivered for the following channels:

i. PUSH & PULL SMS Service
ii. IVRS Service
iii. USSD Service
iv. Mobile Applications

The live statistics are available at https://mgov.gov.in

Further, mobile applications have been used by all the States/UTs and various Central Government departments for delivering their services to citizens.

Currently, 724 apps are hosted on the Government Mobile Appstore (https://apps.mgov.gov.in/), for the following categories of services:
a. Aadhaar
b. Agriculture
c. Electoral
d. Health
e. Indian Post
f. Judiciary
g. Language
h. Education : M-learning
i. Municipal Services
j. Social
k. Transport

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